

Mission Support Specialist (Generalist)

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

U.S. Border Patrol

Open & closing dates

🕒 12/16/2019 to 12/27/2019

Service

Competitive

Pay scale & grade

GS 11

Salary

\$62,780 to \$81,619 per year

Appointment type

Permanent

Work schedule

Full-Time

Locations

1 vacancy in the following location:

Tucson, AZ

1 vacancy

Relocation expenses reimbursed

No

Telework eligible

No

This job is open to

**Internal to an agency**

Current federal employees of this agency.

Clarification from the agency

Current U.S. Customs and Border Protection employees who are currently working in a permanent competitive service position within the local commuting area.

Announcement number

USBP-IMP-10675610-HH

Control number

554042000

Duties

Summary

Organizational Location: This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, U.S. Border Patrol at Tucson Sector Headquarters - Law Enforcement Operational Programs, Alliance to Combat Transnational Threat (ACTT) located in Tucson, AZ.

Responsibilities

This position allows you to use your expertise in administration to provide advisory and technical services to CBP management. Apply for this exciting opportunity to strengthen the Department's ability to protect the homeland by analyzing and refining existing work methods and developing new methods and procedures.

This position starts at a salary of \$62,780.00 (GS-11, Step 1) to \$81,619.00 (GS-11, Step 10) with promotion potential to \$81,619.00 (GS-11 Step 10).

In this position, you strengthen the Department's ability to protect the homeland by becoming a valuable member of a team of administrative professionals. Duties and responsibilities include:

- Coordinating and performing a wide variety of administrative and management services
- Advising management on assigned administrative matters
- Conducting or participating in evaluation of administrative programs, systems and methods
- Identifying ways to improve the efficiency and effectiveness of services at the local level
- Representing the office in dealings with vendors and organizations within the agency

Travel Required

Occasional travel - You may be expected to travel for this position.

Supervisory status

No

Promotion Potential

11

Job family (Series)

[0301 Miscellaneous Administration And Program](https://www.usajobs.gov/0301)

(<https://www.usajobs.gov/Search/?i=0301>)

Requirements

Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for at least three of the last five years (additional details below)

- You may be required to pass a background investigation
- CBP follows the DHS Drug-Free Workplace Plan for drug testing procedures

This vacancy has a local commuting area requirement, as defined below:

- The area surrounding the duty station by which people reasonably travel back and forth from home to work; Or
- The employee's permanent duty station is located within the reasonable travel area surrounding the duty station of this vacancy; Or if applicable
- For employees who are detailed or temporarily promoted for more than 1 year to another duty location, the detailed or temporary duty location is considered to be the duty location of record for commuting area purposes. For employees detailed or temporarily promoted for less than one year, the permanent duty location is considered the duty location of record for commuting area purposes.

Qualifications

Experience: You qualify for the GS-11 grade level if you possess 1 year of specialized experience equivalent to at least the next lower grade level, performing duties such as:

- Coordinating and monitoring administrative projects such as budget, personnel, travel, space, logistics, etc.
- Problem solving, analyzing data to identify trends and develop estimates and studies
- Preparing narrative and data reports
- Representing the office in dealings with vendors and personnel from administrative support organizations.

Education Substitution: A Ph.D. or an equivalent doctoral degree, three full years of progressively higher-level graduate education leading to such a degree or an LL.M. degree from an accredited college or university may substitute for experience required at this level. (A course of study in business, international business, or a related field is qualifying.) Check with your school to determine how many credit hours comprise three years of graduate study. If that information is not available, use 54 semester or 81 quarter hours.

Combining Experience and Education: To combine your education and experience, you must convert each to a percentage, and then add the percentages. The combined total of your percentage of education and experience must equal at least 100% in order to qualify. If your education is currently described in quarter hours, convert the quarter hours into semester hours by multiplying the quarter hours by the fraction 2/3. To calculate your percentage of graduate education, divide the number of graduate semester hours by 18. To determine your percentage of qualifying experience, you must divide your total number of months of qualifying experience by the required number of months of experience. Add your percentages of education and experience. The two percentages must total at least 100%.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, including education if applicable to this position, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 12/27/2019.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values

of vigilance, service to country, and integrity. During the screening and/or background investigation process, you are asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamine, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information visit [this link](http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation) (<http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>)

Probationary Period: All employees new to the federal government serve a one year probationary period during the first year of their initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

Agency Career Transition Assistance Program (CTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found [here](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a) (http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a). You must submit the supporting documents listed in the "Required Documents" section of this announcement. In addition, to be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher.

Education

Please see the Qualifications and Required Documents sections for more information if education is applicable to this position.

Additional information

This position is covered under the bargaining unit.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about [E-Verify](http://www.uscis.gov/e-verify) (<http://www.uscis.gov/e-verify>) including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf) (http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder) (<https://twitter.com/#!/customsborder>)

The Department of Homeland Security encourages persons with disabilities to apply, to include persons with intellectual, severe physical or psychiatric disabilities, as defined by 5 CFR § 213.3102(u), and/or Disabled Veterans with a compensable service-connected disability of 30 percent or more as defined by 5 CFR § 315.707. [Veterans](https://www.fedshirevets.gov/job-seekers/special-hiring-authorities/#content) (<https://www.fedshirevets.gov/job-seekers/special-hiring-authorities/#content>), [Peace Corps](https://www.peacecorps.gov/returned-volunteers/careers/noncompetitive-eligibility/) (<https://www.peacecorps.gov/returned-volunteers/careers/noncompetitive-eligibility/>), [VISTA volunteers](https://www.vistacampus.gov/after-vista/career/) (<https://www.vistacampus.gov/after-vista/career/>), and [persons with disabilities](http://www.opm.gov/policy-data-oversight/disability-employment/) (<http://www.opm.gov/policy-data-oversight/disability-employment/>) possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility for non-competitive appointment and to understand the required documentation, click on the links above or contact the Servicing Human Resources Office listed at the bottom of this announcement.

How You Will Be Evaluated

Applicants will only be considered for the Eligibilities for which they claim in the job questionnaire AND must provide the supporting documentation. Applicants will not be considered for Eligibilities for which they did not claim, regardless of the documentation submitted with the application. <https://apply.usastaffing.gov/ViewQuestionnaire/10675610> (<https://apply.usastaffing.gov/ViewQuestionnaire/10675610>)

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire based on the competencies and/or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10675610> (<https://apply.usastaffing.gov/ViewQuestionnaire/10675610>)

Knowledge, Skills, Abilities and Other Characteristics (KSAOs): Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates are asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Knowledge of administrative concepts programs, policies, practices, and methods to sufficiently plan, organize, evaluate and improve services and processes
- Ability to evaluate many kinds of information and formulate techniques and methods to address technical issues and problems
- Skills utilizing stand computer programs (i.e. Microsoft Office Suite); ability to utilize agency human resources related operating systems
- Knowledge of the agency's missions, functions, goals, objectives work processes and sources of funding
- Ability to understand, analyze, and evaluate information to determine accuracy and make recommendations to improve operations and meet business objectives

Background checks and security clearance

Security clearance

[Not Required](https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/)

(<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>)

Drug test required

No

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. A resume in English is required. It must contain your full legal name, address, phone number, complete work history including a detailed description of your duties, the dates you performed those duties (MM/DD/YY), your hours worked per week, job title, as well as series, grade, and salary (if applicable). NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire:** <https://apply.usastaffing.gov/ViewQuestionnaire/10675610> (<https://apply.usastaffing.gov/ViewQuestionnaire/10675610>)
- **Are you a current or former federal employee?** ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT THE MOST RECENT COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Additionally, applicants should also submit a SF-50 reflecting the highest grade held on a permanent basis in the competitive service or the full performance level of your current position, whichever is higher, AND a SF-50 to support having met the time-in-grade requirement of having served 52 weeks at the grade level (or equivalent) below the grade level(s) for this position. Current CBP Employees are encouraged, but not required, to submit an SF-50(s) for CBP experience; however, additional SF-50(s) are required when using federal experience outside of CBP to receive credit towards the requirements above.

- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable at this time; however, official copies will be required prior to entrance on duty) or a list of coursework with hours completed provided from the institution. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies see www.naces.org (<http://www.naces.org/members.htm>)
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337 (h) or 8456.
- **Veterans' preference points are not applicable to Merit Promotion announcements.**
- **Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee?** Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:
 - Position title
 - Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)
 - Agency
 - Beginning and ending dates of appointment

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/) (<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

<https://www.dhs.gov/homeland-security-careers/benefits>

How to Apply

Upload your resume under "Resume" and any other applicable supporting documents mentioned above under the appropriate Document Type. If your Document Type is not listed, upload as "Other."

You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points are assigned.

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [this link](http://www.dhs.gov/homeland-security-careers/benefits) (<http://www.dhs.gov/homeland-security-careers/benefits>)

• [Disabled veteran leave](#)

<http://www.opm.gov/news/releases/2016/08/newly-established-leave-policy-gives-disabled-veterans-more-time-to-address-medical-issues-1/>) will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

View [common definitions](#)

http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) of terms in this announcement.

To begin your online application, click **"Apply Online"** to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet requires a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](#) (http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information) for more information regarding an Alternate Application process.

Applications and supporting documentation is not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that is used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 12/27/2019.**

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human Resources does not modify or change any part of your application. Determining your eligibility and qualifications is dependent on the supporting documentation and information provided, which may impact your referral for further consideration. If a document is not legible, you are not able to view it in your application and you must again upload it by the closing date.

Agency contact information

 CBP Hiring Center

Phone

[952-857-2932](tel:952-857-2932)
(tel:952-857-2932)

Email

CBPhiring-applicantinquiry@cbp.dhs.gov
(mailto:CBPhiring-applicantinquiry@cbp.dhs.gov)

[Learn more about this agency](#)
(#agency-modal-trigger)

Address

United States Border Patrol
Please read entire announcement
Please apply online
Washington, DC 20229
US

Customs & Border Protection (CBP): Securing America's Borders

The Department of Homeland Security (DHS) is calling on those who want to help protect American interests and secure our Nation. DHS Components work collectively to prevent terrorism; secure borders and our transportation systems; protect the President and other dignitaries; enforce and administer immigration laws; safeguard cyberspace; and ensure resilience to disasters. We achieve these vital missions through a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers see www.cbp.gov
(<http://www.cbp.gov/>)

Visit our careers page

Learn more about what it's like to work at Customs and Border Protection, what the agency does, and about the types of careers this agency offers.

<http://www.cbp.gov/>
(<http://www.cbp.gov/>)

Next steps

GS Salary: Visit [this link](http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/)

(<http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>)

to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Once the job opportunity announcement has closed, we assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You are notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](http://www.usajobs.gov/Applicant/ProfileDashboard/Home)

(<http://www.usajobs.gov/Applicant/ProfileDashboard/Home>)

. If you are referred, you receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Additional selections may be made beyond the total number of vacancies specified using this vacancy announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](http://www.opm.gov/forms/pdf_fill/OF0306.pdf)

(http://www.opm.gov/forms/pdf_fill/OF0306.pdf)

(Declaration for Federal Employment), and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](https://www.eeoc.gov/federal/fed_employees/index.cfm)
(https://www.eeoc.gov/federal/fed_employees/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change to a job, the work environment, or the way things are usually done that enables an individual with a disability to apply for a job, perform job duties or receive equal access to job benefits.

Under the Rehabilitation Act of 1973, federal agencies must provide reasonable accommodations when:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.

You can request a reasonable accommodation at any time during the application or hiring process or while on the job. Requests are considered on a case-by-case basis.

Learn more about [disability employment and reasonable accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
or [how to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/).
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>)

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>)

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>)